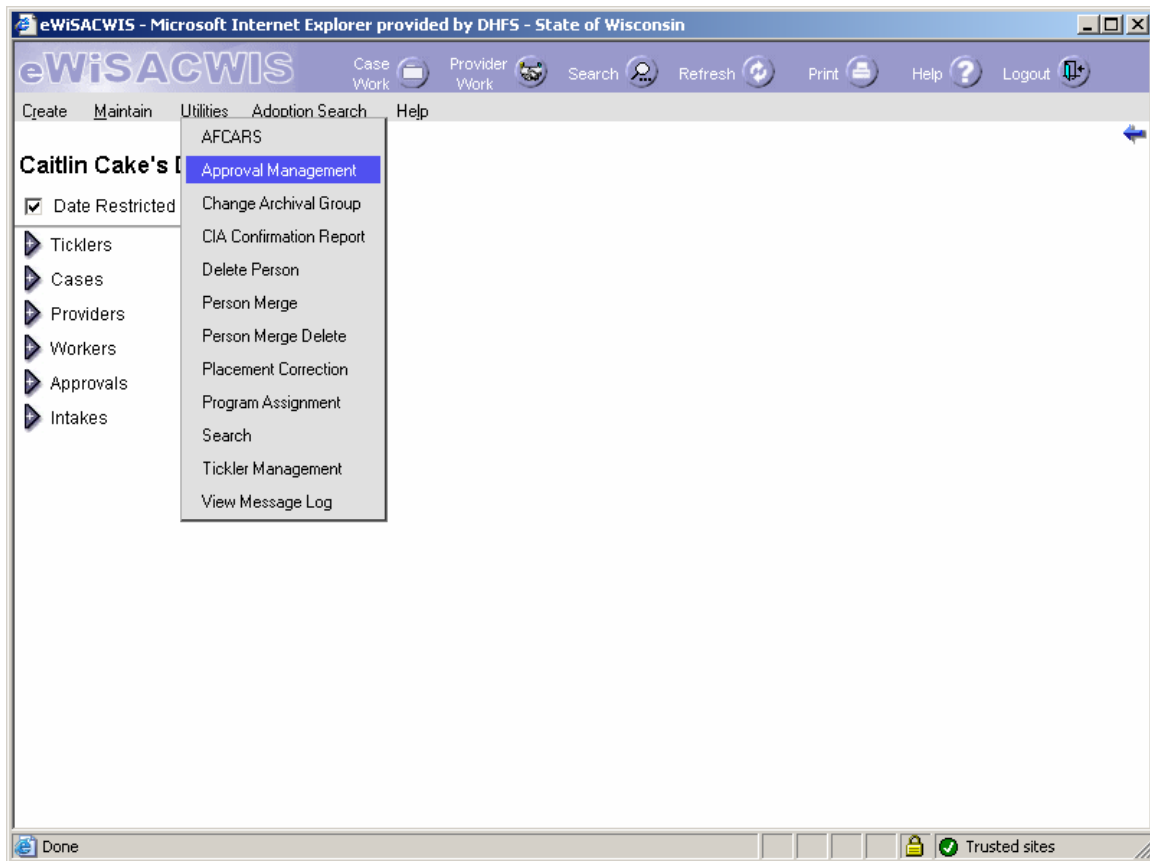# Approval Management

The Approval Management Page allows supervisors to make an approval decision (approve, reroute, recall/return, not approve) on case or provider work that has been approved by a worker and forwarded to the supervisor. Supervisors can also reroute approvals for which their workers have been part of the approval chain.

To access Approvals Management, go to Utilities>Approval Management.

Manage My Pending Approvals

1. The Approval Management page displays defaulting to the 'Manage My Pending Approvals' view. The Worker drop-down list defaults to 'All'. The supervisor can toggle between the 'Manage My Pending Approvals' list and 'Reroute Worker Approvals' by selecting the appropriate radio button. The supervisor may also choose to view 'All' pending approvals for the supervisor's workers or approvals specific to an assigned worker by selecting the drop down list next to 'Worker' in the Approval Activity Group Box.

   There is also an auto sort feature with each column in Manage My Pending Approvals Group Box. The triangle next to the C/P is currently sorting by case first and provider second. By clicking on the C/P column, the system will sort providers first and cases second. The auto sort feature works the same way for the rest of the columns.

2. The supervisor can view specific pieces of work by selecting the 'Work Type' hyperlink corresponding with the Case/Provider Name. The supervisor can also individually approve that specific piece of work while viewing it through the normal 'Approval Process' (see 'Approval' Quick Reference guide).

Note: Items marked with an (*) asterisk can only be approved by clicking on the Work Type hyperlink and approving the work from within the specific piece of work.

3. Multiple pieces of work can be addressed at the same time by checking off the box to the left of each piece of work. When this is done, the Approval Decision Group Box will become enabled.

The Supervisor will be able to Approve, Reroute, Recall/Return, and Not Approve multiple pieces of work at the same time. The Clear hyperlink will clear out the current Approval Decision selection.

5. If the Supervisor chooses to Reroute the selected pieces of work, an 'Other' Hyperlink will appear. The Supervisor will be required to Search out the Supervisor in which the work will be rerouted to.

6. Select Save and Close. The screen will return to the Approval Management window.

Reroute Worker Approvals

A Supervisor can reroute pending approvals for an existing worker to another worker assigned to the same supervisor.

1. The Supervisor will need to go to Utilities>Approvals Management and select the Reroute Worker Approvals radio button.

2. Select the worker from the drop down list from whom you want to reassign pending approvals from.

3. Once the worker has been selected, all pending approvals will populate in the Reroute Worker Approvals Group Box.

4. The Supervisor can Select All or select individual pieces of work to be rerouted in the Reroute Worker Approvals Group Box. The Supervisor can also look at the individual pieces of work by selecting the Work Type hyperlink next to the associated case/provider.

5. Once the Supervisor selects the pieces of work to be rerouted, a Select Worker hyperlink will appear at the bottom of the page. Search out the worker for whom the work should be rerouted. Select Save.

6. A pop up message will appear with the following message, "This will reroute the approval history for the selected approvals to the identified worker. Do you wish to continue?"….select yes. The screen will return to the Approvals Management page.